# Training

## SIERRA CIRCULATION

## Circulation Notices FAQ

## Overdues

When should I print overdue notices?
Innovative recommends that libraries print all levels of all overdue notices every day. Items go to billing status 'n' only when you print the highest level of overdues and accept the printout. If you do not print all overdues, the system does not generate bills.

See [Using Circulation Notices](#) for more information on printing notices.

## Courtesy Notices

How can I tell if a courtesy notice was sent to the patron?
When a courtesy notice is sent, the item record is updated with the sending date in the ODUE DATE field. The # OVERDUE field is left unchanged (at zero). When the first overdue notice is sent, both of these fields are updated (to the date the overdue was sent and '1', respectively).

When setting the number of days before the due date that a courtesy notice should be generated, are the library's days closed taken into consideration?
No.

If the courtesy notices generated today were not printed today, will they be printed tomorrow?
No. The courtesy notices are created by the overnight processes only on the day designated by the loan rules. If they are not printed on the day they are generated, they are lost.

I want to send courtesy notices, but only via email. Is this possible?
Yes. If you run courtesy notices as auto notices, specify a printer for any notices that cannot be sent via email. This printer must be either an email printer or a file save printer. Choose the email printer and send the print notices to your own email address. Rather than printing the notices, you delete the email when it arrives.

## Auto Notices

How do I set up an auto notices job?
Open a ticket to have auto notices enabled for your system.

To designate a notices job to be sent through auto notices, check the enable box. Set the schedule for how often you would like the job to run. Save the job. When prompted to choose a printer, specify the email address or file save printer to which all unsent (non-email or non-TNS) notices will go.

Why am I being asked to specify a printer when the auto notices are going out to patrons via email and/or TNS?
The printer (email or file save) that you choose when setting up an auto notices job will be used for all unsent (non-email or non-TNS) notices.

What if we don't want to send a particular notice job to patrons? We have a dummy third overdue that we use to remind staff to check the shelves. We don't want this to go to patrons.
In the auto notices settings section, there are three options to check:

| OPTION | DESCRIPTION |
|---|---|
| Enabled: | Check this box to have the notices job process automatically. Use this to send auto notices by email to patrons with email addresses. |
| Move all notices to print: | Check this box along with enabled to have the auto notices job collect all notices into a file and send to the specified email printer or to the file save printer. |
| Send via FTP: | Check this box along with enabled to have the auto notices job send the notices as an FTP job to a designated file directory. You can use this option to send your notices to a vendor to have the vendor process them for your organization. |

To avoid sending dummy notices, set up the auto notices job for the notice in question as enabled and either move all notices to print or send via FTP. The notices will go into a single file that will be delivered to your organization's designated location. Patrons will not be telephoned or emailed.

If I enable auto notices, will everything run through auto notices? Will this take effect immediately?
Notices are not sent automatically until your staff set up auto notice jobs. Once Innovative enables auto notices, you will then have the ability to set up auto notice jobs. Once you set up a notices job using auto notices, that job will then run automatically according to the schedule you set up.

Can I still send print notices if I use auto notices?
Yes. The print notices are collected into one file by the auto notices process. Library staff may manipulate this file in a third-party software product to format and print or send these notices outside the Innovative system.
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**NOTE:** Many libraries have published policies stating that certain types of notices are only available via email, for example, courtesy notices. Auto notices are ideal for notices that the library only sends to patrons with email addresses.

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How do I get different auto notice print jobs to run at different times? Can I change the time when the auto notices process is happening?

You can set up different notices jobs to run on different days of the week, or different combinations of days of the week, by setting up the schedules in each notices job.

When the auto notices process runs, it will send circulation notices of all types that have been set up automatically. If your auto notices are set up to run at 6:00 A.M., then all auto notices will be sent out at that time.

The auto notices process can be set to run at a different time of the day according to your library's needs; however, it cannot usually run very early in the morning, as the overnight processes that generate the circulation notices have to finish running before the auto notices process can run. Innovative sets up the automated auto notices process.

Some notices, such as paging slips and hold pickup notices, are created during the day and do not depend on overnight processes for preparation.

**NOTE:** Auto notice print jobs for courtesy notices must run when there is no check-in activity on the system. Avoid checking in items while sending courtesy notices. For more information, see Overdue notices or bills sent too soon in the [Notices Troubleshooting Guide](#).

Can I keep statistics on how many notices are being sent using auto notices?

No. Statistics gathering is not conducted by the system for numbers of notices sent. You can view the history of notices your library has sent from the Tools menu in the Circulation Desk mode of Sierra. In order to enable this feature, you must have either the Saved Notices Table or Auto Notices features enabled. The notices history includes a field labelled "Count", that represents the number of notices sent using the specified parameters from the Saved Notices Table. See [Viewing Notice History](#) and [Saving Notice Parameters](#).

What happens if my system was down when auto notices was supposed to run?

Depending on whether your system was down when the various overnight processes were supposed to run, you may or may not have circulation notices for today. If you do have notices, you can easily run all of your notice jobs manually even if they normally run through auto notices.

What if an email notice cannot be sent through auto notices?

If the contents of the email address field of the patron record are in a form that the system does not recognize as a properly formatted email address (for example, there is no '@' sign present), then the notice will be collected into the file of non-email notices and sent to the email or file-save printer that you designated.

If the patron record has an email address which happens not to be a valid email address but is formatted properly (e.g., patron@domain.com turns out to be an email account that no longer exists), the system will try to send the notice, and the notice will bounce back to your bounced email account.

Do I have to use auto notices in order to save notice parameters?

No, there are three notices modes:
- Manual (default)
- Save Parameters
- Auto Notices

You can use the Save Parameters mode to save notice jobs. You may use Auto Notices mode to save and automatically generate the notice jobs. For more information on notice modes, see [Using Circulation Notices](#).

We are using auto notices and most of our patrons are telephoned via TNS. Do we still need to print Unsuccessful TNS Overdues and Unsuccessful TNS pickup notices?
Yes. Note that you may configure both of these as auto notices jobs.

All my auto notices are being compiled into a single email that comes to me, instead of being sent to patrons. What's wrong?
Verify that Move all notices to print is not checked in your auto notice job. This box is checked by default when you first set up an auto notice job.

Can I run auto notices more than once a day?
Yes, but most types of notices (such as overdue and courtesy notices) are generated only once per day. It is possible to send certain auto notice jobs, such as hold pickup notices or paging slips/lists, more than once per day. Contact the Help Desk to enable this service.

## Notices Administrator

I accidentally cleared my notices. If I call the Help Desk, can they reinstate my notices for me?
No. Clearing a notice job permanently deletes the queued notices from the system. Exceptions are statements of charges, statements of checked out items, and title paging lists. These are "at will" notice types, and staff can run these notices at any time.

Are there alternate methods for retrieving the records associated with overdue and bill notices that were sent and cleared?
Yes. For overdue notices and bills, you can find the items in question by using Create Lists.

For example, to locate patrons who should have received an overdue notice:

1. Create a list of patrons by the item fields:
   - ODUE DATE [equal to] [today's date]
   - #OVERDUE [greater than or equal to] 1
   - STATUS [not equal to] n

2. Print a statement of checked out items using the review file and limit to overdue items.

To locate patrons who should have received bills:

1. Create a list of patrons by the item fields ODUE DATE[equal to][today's date] and STATUS[equal to]n
2. Print a statement of charges for the review file.

## Related Resources

Notices: Quick Reference